

Inspection Summary Report

My Dentist, Knighton dental practice, Powys
Teaching Health Board

Inspection date: 13 December 2023

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This summary document provides an overview of the outcome of the inspection

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We found that MyDentist, Knighton dental practice was committed to providing a positive experience for their patients.

We observed staff treating patients in a polite, friendly and professional manner both in person and on the telephone. We observed a well-established team that worked well together.

We found the practice was well maintained and organised, Dental surgeries were clean, well-equipped and fit for purpose.

All respondents to a HIW questionnaire stated the service provided by the practice was either 'good' or 'very good'.

Note the inspection findings relate to the point in time that the inspection was undertaken.



What we did

Full details on how we inspect the NHS and regulate independent healthcare providers in Wales can be found on our [website](#).

Healthcare Inspectorate Wales (HIW) completed an announced inspection at My Dentist, Knighton Dental Practice, Powys Teaching Health Board on 13 December 2023.

Our team, for the inspection comprised of a HIW Healthcare Inspector and a Dental Peer Reviewer.

This summary version of the report is designed for members of the public.

A full report, which is designed for the setting, and describes all findings relating to the provision of high quality, safe and reliable care that is centred on individual patients can be found on our [website](#).



Quality of Patient Experience



Overall Summary

We found that MyDentist, Knighton dental practice was committed to providing a positive experience for their patients.

We observed staff treating patients in a polite, friendly and professional manner both in person and on the telephone.

All respondents to the HIW questionnaire stated the service provided by the practice was either 'good' or 'very good'.

Where the service could improve

- Consider options to improve patient privacy in the reception area
- Review and add detail to the complaints procedure.

What we found this service did well

- Bright, clean and well-maintained practice environment
- Measures in place to make the practice accessible to patients with mobility difficulties
- Patients treated in a caring and friendly manner.

Patients told us:

Patients provided us with the following comments:

“Compassionate, friendly and knowledgeable staff.”

“Really good service.”

Delivery of Safe and Effective Care



Overall Summary

We found the practice was well maintained and organised, Dental surgeries were clean, well-equipped and fit for purpose. We saw evidence of ongoing investment and improvements.

We found that staff followed clear procedures to ensure that dental instruments were decontaminated, medical equipment was checked and tested regularly and that cleaning regimes were followed.

All public facing areas were seen to be clean, tidy and free from visible hazards.

Where the service could improve

- Relocate the dental X-ray processor
- Ensure all staff are aware of the All Wales national safeguarding procedures.

What we found this service did well

- A comprehensive range of policies and procedures were in place to ensure the safe and effective care of patients
- Audits were carried out to monitor and improve the service provided
- Clinical equipment was seen to be safe, well maintained and suitable for purpose.



Quality of Management and Leadership

Overall Summary

We found that the practice had good leadership and clear lines of management. The practice manager had responsibility for two practices and was seen to be committed to providing a high standard of care.

We observed a well-established team that worked well together. We saw evidence of regular team meetings being held to share information and that staff had regular appraisals.

What we found this service did well

- Policies and procedures were up to date and reviewed regularly
- Staff records and training compliance were complete and well managed
- The practice made effective use of support from their corporate group.

Next steps

Where we have identified improvements and immediate concerns during our inspection which require the service to take action, these are detailed in the appendices of the full inspection report.

When we identify concerns that pose an immediate risk to patient safety we ask the service to undertake urgent action. These concerns are outlined in the appendices and outline the action taken by the service to protect patient safety and approved by us. We also provide a detailed table of improvements identified during the inspection where we require the service to tell us about the actions they are taking to address these areas and improve the quality and safety of healthcare services. In addition, we outline concerns raised and acknowledge those resolved during the inspection.

At the appropriate time HIW asks the service to confirm action has been taken in line with management responses documented in the improvement plan. We also ask services to provide documented evidence of action taken and/or progress made.

